

**Docket No. SA-537**

**Exhibit No. 6-D**

**NATIONAL TRANSPORTATION SAFETY BOARD**

**Washington, D.C.**

Attachment 3 - Flight Attendant Statements and Translations

(28 Pages)

H.S.Y (HYUN, SOOK YOUNG) received 7/13th

< 10,000 Ft Sign 부터 >

BG DUTY로 Gally 내 착륙정검을 마쳤고,

객실내 착륙 정검까지 마친 상황에서 최종적으로 각 해당 Jump Seat 인  
보인의 R1 Door 쪽 좌석에 (J/S) 착석.

Landing Gear Down 시점 전까지, 교체팅에 전항을  
신속레터들 마저 작성하는것을 마무리 지으면서 손에는 신속과  
블펜을 들고 있다.

Landing Gear Down 시점에 Landing 준비로  
Brace 자세라 함께 30 seconds Remind 완료.

이면과 가까워 착륙 시점을 몇초도 남기지 않은 상황이라  
Galley 기물 고정 상태를 보고 있었으나 옆쪽 창문으로 보이는  
상황과 소리가 거의 땅에 닿을 시점에 다시 위로 향하며  
Go Around (복항) 을 하는듯 싶더니. 엄청난 속도로  
충돌 굉음 발생후 ~~정지~~ TAXING 하는데 속도가 TAXING 속도라  
함께엔 비탈렸고 비정상적으로 느껴짐.

뭔가 잘못 착륙 했거나, Go Around 시점이 늦어서  
동체 뒷쪽으로 착륙한듯 있었는데, 그뒤 너무 빠른 속도로  
좌우로 흔들리며 비행기가 달렸고, 눈앞에 보이는건 Galley  
벽이라. Locking 되어 있던 oven 에서 유리그릇과 각종 기물들이  
튀면서 나와 GLY 바닥에 나뒹굴고. 누군가 여자의 굉음소리라  
함께 연기냄새도 (타는냄새) 함께 나면서. 갑자기 슬라이드가 터짐.  
R1 Door 가 open 되자 많은 상황에서 안쪽으로 슬라이드가  
터지는 엄청난 충격에 Jump Seat에 앉아있던 몸이 의자라  
다리라 함께 L side 쪽으로 접혀 짓눌렸으며.

순간적으로 짓눌리는 충격으로 숨을 쉴수 없으며. 구토가 나오고  
정신이 혼미해지는 와중에 오른손에 있던 블펜으로 side를 휘둘러  
했지만 손이 움직이지 않아 정신을 잃음.

정신을 잃은 상태라 비정상적인 명령은 듣지못함.

- 이름: 이 윤혜 (LEE, YOON HYE)

- Duty: CM (Cabin Manager)

0 10,000 FT Sign 이 나고, 손님 좌석 CHK. O/H/BIN. 및 LAV CHK, G/LY CHK 실시

1) 모든 Safety CHK 완료 후 해당 Jump Seat 에 착석하여 손님 Watch 함

2) Landlog Sign 이 나고 정상적으로 착륙준비를 마치고 30 second Remind 함.

3) 착륙 정전 장치기 항공기가 급상승하는 느낌과 굉음이 들리고 잠시 뒤 삼하미

Touch Down. O/H/BIN 이 열린 삼하미 항공기가 한쪽으로 삼하미 쏠리는 등 감당하기 힘들 정도의 강도로 착륙.

4) 항공기가 멈춘 후 바로 BS 에미 가장 승무원들 확인 시키고 CM은 전반적 상황 파악  
바로 기장님의 안내를 받음. 복소리 들리고 CM은 cockpit에 가 evacuation 진행 여부를  
물으니 대기하라는 지시 받음. R. slide inside inflation 되어 있었음.

5) 대기하는 동안 손님들의 혼란과 동요를 막기 위해 TS 와 그차례의 CM 방송 함.  
"저희 비행기는 지상에서 터 이상 움직이지 않고 멈춰있습니다. 좌석에 앉아 기다려  
주시기 바랍니다." → CM의 음만으로 손님들은 동요없이 안정된 상태였음.

6) 곧이어 'EVACUATE' 이라는 소리가 들리고 CM이 Door open 하며 "비상탈출.  
Evacuation" 을 외치고 손님 탈출 진행. (이때 팽창된 R. slide 는 기장이  
터트림)

7) CM은 L1 에서 손님 탈출 후 L2 Door 쪽으로 오면서 전류자 유류 확인.

8) R2 Door 에 안쪽으로 팽창된 슬라이드와 G/LY 벽 밑서리 사이에 두 번이 꼭 끼인  
김 유주 승무원 확인.

9) L2 slide 로 손님 탈출 도왔으며 어느정도 하기 확인 후, R2 김 유주 승무원 구조하려  
했으나 실패. 이 때 유태식 과장이 (TS) 손님탈출 완료 후 R2에 올.

10) 탈리고 CM은 C zone 으로 이동. (검은 연기가 작동 해 정상적으로 승하기 가능한 상태)  
FINAL CHIE

11) 이미 R3 Door 가 open 되어 있었으며, 뒤쪽에 만치손님이 서 있었음.

(L3 탑승 승무원 한우리와 키 큰 외국 손님이 탈출 진행하고 있었음)

12) 떨어져 있는 그9D 남자 노인분은 외국 손님이 떨어져 탈출시키겠다고 했다는 이야기로  
한우리 승무원으로부터 전해들었으며, CM은 L slide 에서 남은 손님 탈출 진행함.

13) C zone L side 중간이 부딪쳐 내려 있었으며, 손님들은 R3로 탈출 시작.

14) 탈출 시키는 중에 한 부상. 환자가 R3로 나갈 수 없다고 하며 도움 요청  
(R3는 slide 가 inflation 되어있지 않고 날개 구조를 많이 부딪혀 있어  
있었음)

- 16) 비상상황 발생으로 12로 모시고 나가면서 남아있는 자를 신속히 확인
  - 17) 기차에 이미 화재 발생 구조 요청하고 비상수신 12로 즉시 신고
  - 18) 이 때 10시 10분에 화재가 나고 임박한 화재에 여객차 12로 긴급 상황 발생을 도와당으로 신고하고 임박함.
  - 19) Car에서 cutting knife를 꺼내 화재 주변에 화재 발생을 확인하고 (Car에서 12로 긴급 상황 발생을 신고함)
  - 20) 화재장. 기차 (Crash Axe) 이 내부 화재로 인해 화재 발생을 신고함, CM은 화재가 나고 화재 발생을 신고함.
  - 21) 화재장이 Fire Fighting 하는 동안 화재 발생을 신고함
  - 22) ~~화재 발생을 신고함~~ CM은 (Zone 1로 화재 발생을 신고함) 화재 발생을 신고함
  - 23) 화재 발생을 신고함. 화재 발생을 신고함. 화재 발생을 신고함.
  - 24) 화재 발생을 신고함. 화재 발생을 신고함. 화재 발생을 신고함. 화재 발생을 신고함.
- 이동 도중. (화재 발생을 신고함. 화재 발생을 신고함. 화재 발생을 신고함.)
- 25) 화재 발생을 신고함. 화재 발생을 신고함. 화재 발생을 신고함.
  - 26) 화재 발생을 신고함. 화재 발생을 신고함. 화재 발생을 신고함. 화재 발생을 신고함.

- 1) 10,000ft 기고 후 즉시 승무원의 지시에 따라 좌석 벨트를 착용 상태 확인. 일방적임 기고 기종과 객실 기승을 가리지 않고 승무원이 하내려 있을 기종이 버스로탈임을 알림이 확인하여 일일이 세번까지 벨트를 다 착용.
- 2) Business Class Junior (간시영) 가 LAV 용품 리수함과 동시에 LAV Check 진행중임을 확인  
Business Class Galley Safety Check가 진행되고있음을 확인. Glass 등 각종 방해 물건이 Cabin에 방해있는지 대략적인 Cabin 돌아 Check 한 동시에 O.N.B Check가 이루어짐.  
R side를 통해 Galley를 돌아서 Galley Safety 최종확인. J/S 작성전 L1 door와 Cockpit 사이 LAV Safety 최종확인. J/S 작성
- 3) Landing 기고 후 방출을 하였으며, 30 second remind 준비하고 심하게비중 광풍과 함께 항공기가 고도를 낮추고 두 회까지 touch down 했으나 정상적인 Landing이 아니라는 추측과 동시에 또한한번의 심한 touch down 느껴짐 이후 심한 기체요동으로 승무원 기동능 없었고 R1 closet 상단에 넣어 두었던 Item들이 분실물처럼 날아버려 여러곳 낙함. China Ware 등 Galley 내 item들이 깨지실 소리를 들음.
- 4) 기체가 멈추고 CM이 승무원에게 cockpit과 contact 하라는 지시를 받고. cockpit 쪽을 면하여 기체들의 현상을 확인후 CM에게 보고. CM은 승무원의 동요를 하고 있는데 승무원의 반응을 받고 cockpit으로 갈 이후 승무원이 승무원의 동요를 하고 작성수도
- 5) L2 door에서 "fire"라는 유래서 승무원의 목숨과 함께 Door open함을 숙지함과 동시에 다른쪽에서도 "비상탈출"이라는 말을 들었으며 CM이 L1 door를 open 함과 동시에 "이쪽으로 나오 Come this way"를 모이며 비상탈출 실시  
B/C 소방탈출 안으로 두쪽으로 이동하여 L1이 탈출가능함을 알려주려 시도하였으나 R2 door가 Block되어 입출을 확인. L1에서 승무원들이 불기압을 인지하고 L2에서 비상탈출 진행중이면 CM에게 A Zone 장난감까지 없음을 알려가자 앞쪽 LAV를 check 하며 기체 중 R1 door의 파장상태 slide 안에 갇혀있던 현수대 (Business Class Galley) 승무원 구조상황 숙지, 심한 현수대에 승무원이 다리를 잡고 L1 slide로 탈출 하는 L2 slide로 등계하기가 이루어지고 있으나 ABB가 없으므로 확인하고 L2 slide 끝나는 지점 자살에 서서 탈출진행함. Landing gear 없는 상태라 slide가 완전한 상태가 탈출이 지연되고 있었음
- 6) 10초정도 기다려 승무원이 더이상 탈출하지 않고 CM과 유래서 승무원이 장난감 탈출과정중 숙지. 탈출한 승무원이 모여있는 지점과 옆에서 부상이 심한 승무원들 가져다와 911 직원들에게 알림이 있음.
- 7) 김지영 승무원, 한우라 승무원을 부축하여 걸어오도록 부축, 주머니가 같이 부축하여 기체와 연결로 이동시킴.
- 8) 이후 911 직원과 협조하여 하강이승무원과 여객기승무원 승객을 위해 중재하고. 5드 F에 착륙하였던 중재제이승무원 승객을 찾아 승객이 통역 받음
- 9) 승객 대부분이 버스로 승하 이동 후 911 직원, 지시에 따라 유래서 승무원. 김지영 승무원과 승하으로 이동

김지연, KIM JI YOUN, BJ (Business class Junior Duty)

- 1) 기장의 10,000 ft sign 후 모든 좌석벨트 착용 점검, Isle에  
걸려있는 쓰레기통정리, Lavatory 점검. Galley 점검 후  
Jump Seat 이 L2로 이동함.
- 2) Jump Seat에 앉아 모든작업을 비파라하여 주재하고 있었음.
- 3) Landing sign이 남쪽 30 seconds remind 시작하였음.
- 4) 딱딱이 굉장히 바르다는 것 (평소와 다른 프로시야의 느낌)을 인지함과 동시에  
엄청난 기체소음으로 몸을 지탱하기 힘들었음.  
기내에서 비파라, 굉음이 들려왔음. 끝이어서 기체가 옆으로 쏠리는 듯한  
느낌을 받고 당도 같이 쏠려 통제 불가능상태였음.
- 5) 항공기 정지 감지후 목류앞에 캐테이저가 떨어져 있는것을 눈앞에서 목격함.
- 6) 바로 T/S (Travel Sensor)의 PA 방송을 듣고 외부와 내부상황 확인함.  
외부 이상은 보이지 않았고 내부에 Getting이 떨어진것을 비상등으로 확보를  
위해 지독했음.
- 7) 연이어 T/S가 R2쪽 외부에서 화재가 발생하자 같다는 소리라  
CM에게 보고자라는 지시에 이미 CM (cabin manager)이 PA 방송을  
하고 있어 L1쪽으로 달려가 화재발생 알림.
- 8) 기장의 evacuate 마을 듣고 CM이 slide 팽창시킴.
- 9) 비상탈출을 유도하고 잔류자 확인함, 곧바로 승무원 가쪽이 앞으로  
인테리 R1에 miss inflation 된 곳에서 가쪽이었던 승무원 구명을  
요청함
- 10) 심각한 부상을 확인하고 남편의 조종석에서 승무원을 데리고 탈출함.
- 11) 남편과 승무원을 보내고 slide 밑에서 내려달 것만 요청 도움.
- 12) 탈출 조인하는 도중 다리다쳐서 못내려감다는 바이의 소리를 듣고  
슬라이드 내려달 것을 유도 후 바로 잡고 기체로부터 멀리

13) 과로 커튼 다듬기가 120에 서있는것을 보고 다시 그쪽으로 뛰어가-  
병실창문을 열고 병들 있는 곳으로 대피시킨다.

14) 911 대원들과 협조하여 부상승객 확인과 돌봄에 주력함.

유 태 Sik Yoo, Tae Sik  
T/S (Travel class senior)

- 방송 담당이므로 10,000 ft sign on 방송 실시 후 BLI zone safety chk 후 T/C 전 구역 chk 실시 후 전석에 착석 (L2)
- 착륙 약 5분 전 landing 방송 실시. (11:25 AM)
- Impact 약 6초 전 (30 sec. remind 中) 환승로에 너무 안전 접근함을 인지함과 동시에 상습시도가 있었으나 상습하기에는 너무 낮은 고도임을 인지하고 사고가 있을 것임을 예감.
- 맞은편 J/S에 앉은 B/S 김지연 승무원에게 "봐 잡아"라고 외치며 brace 자세를 취했으나 2초에 걸친 큰 충격 후 항공기 흔들림과 심한 흔들림으로 물체 (container, ceiling panel) 비산 후 항공기 정지.
- 내부 상황 파악 (mask drop, emergency light on, O.H.B open, ceiling panel drop)과 동시에 R2 J/S BR2 김윤과 승무원 도움 요청을 듣고 즉시 R2로 뛰어감. 현재까지 가장 eva. 명령 받은.
- '항공기 정지했습니지만 상황 파악을 위해 잠시 기다려 주십시오'라고 방송하며
- 안쪽으로 패창된 slide와 GLY 다이에 BR2이 라리가 끼어 있습니 R2 window를 통해 보이는 연기와 불꽃을 동시에 확인.
- B/S 김지연 승무원에게 화재 발생을 알리고 외부 상황 파악 지시. 특히 라리로 뛰어 가던 중 "동요하지 마시고 자리에서 기다려 주십시오"라는 방송이 계속 나옴 상황은 맞지 않음 '뒷쪽 상황은 인지하지 못하고 있구나'라고 생각하며 B/S에게 앞으로 뛰어가서 eva 방송 중지할 것을 지시.
- 즉시 P/A를 통해 비상탈출 evacuation 그 후 방송 중 - door open.
- 탈출 진행.
- B zone 잔류자 상황을 확인. 젊은 연기로 C zone 끝까지도 확인한 후 있었음.
- BR2 승무원 구원을 위해 slide를 막아 보기도 하였으나 전혀 효과가 없었음. 기장에게 도움을 요청, 주된 B/S에게도 안전띠를 풀고 탈출을 요청.
- L1 slide를 타고 올라온 기장과 PB는 착륙, flash light 소지 후 R2로 이동 시도 하였으나 한 치 앞도 보이지 않음 젊은 연기로 구조대원이 오는 A/S도, 관측.



- 곧바로 C/M과 F/O가 부상승무원 (BR2)를 데리고 관측하는 것을 확인.
- 항공기에서 이착, 하기, 내내 승객들 생사 확인과 부상 pax care.  
일반 pax의 안내.  
항공기 추방 쪽으로 부터 걸어오던 승객들에게 정돈 안내하고 부상자 (하리부사)  
와 함께 기다리다 추송차량으로 함께 대면이 함

4월 24일

NTSB 승무원 자문서

011 A2 2 2669 3630 (장창국)

NTSB 개별 승무원 보고서.

①

- 이름: 이 문재 (LEE, Yoon HYE)

- Duty: CM (Cabin Manager)

- 0 10,000 FT Sign 이 나고, 승객 좌석 CHK. O/H/BIN. 및 LAV CHK, 기타 CHK 실시
- 1 모든 safety CHK 완료 후 하단 jump seat 에 착륙하며 승객 watch를
- 2 Landing Sign 이 나고 정상적으로 착륙 준비를 마치고 30 second Reminder 함.

3 착륙 정전 정체가 항공기가 감당수하는 노멀과 광음이 들리고 잠시 뒤 갑자기 Touch Down. O/H/BIN 이 열린다 승객이 항공기가 좌측으로 심하게 기울어짐 등 감당하기 힘들 정도의 경도를 착륙.

4) 항공기가 멈춘 후 바로 BS 예기 가장 생사유무 확인 시키고 CM은 전반적 상황 파악 비문 기장반의 과할다는 목소리 들리고 CM은 cockpit 에 evacuation 진행 여부를 묻고 대거하라는 지시 받음. R. slide inside inflation 되어 있었음.

5) 대거하라는 동안 승객들의 혼란과 동요를 막기 위해 TC 와 2차원의 CM 방송 함. "좌회 비행하는 지시"에서 터 이상 급격히 저기 떨어 떨어집니다. 착륙에 있어 기다려 주시기 바랍니다. " → CM 의 "동요"로 승객들은 동요없이 안정된 상태였음.

6) 끝이며 "Evacuate" 이라는 소리가 들리고 CM 이 Door open 하며 "비상탈출. Evacuation" 을 외치고 승객 탈출 진행함. (이때 좌측의 R. slide 를 가장 먼저 탈출함)

7) CM은 L 에서 승객 탈출 후 L2 Door 쪽으로 오면서 좌측자 유독 확인.

8) R2 Door 에 안착으로 좌측의 승객과 R1 밖에서 사이에 두 명이 파기인 탑승객 승무원 확인.

9) L2 slide 로 승객 탈출 도중에서 어느정도 하기 확인 후, R2 탑승객 승무원 구조하여 해임. 실버. 이 때 유체시 비행이 (TS) 승객 탈출 완료 후 R2에 등.

10) 탈출고. CM은 C zone 으로 이동. (검은 연기가 자욱해 정상적으로 승객이 안전한 상태) FINAL 으로

11) 이비 R3 Door 가 open 되어 있었으며, 두쪽에 대한 승객이 서 있었음.

(L3 탑승 승무원 현유리파 주근 피크 승객이 탈출 진행함 있음)

12) 승객은 모든 29P 탑승객은 모든 외로 승객이 탈출 시작했다고 해서는 이야기를 한-유리 승무원으로부터 전하해왔으며, CM은 L slide 미션 남은 승객 탈출 진행함.

13) C zone slide 중간이 부딪혀 나열 있었으며, 승객들은 R3로 탈출 시작.

14) 탈출 시키는 중에 한 부상 환자가 R3로 나갈 수 없다고 하여 도움을 요청 (R3는 slide 가 inflation 되어있지 않고 날개 전하를 등이 부딪쳐서 실패 있었음)

- 16) 부상당한 손님으로 L2로 모시고 나가면서 남아있는 정류승객 확인
- 17) 기차에게 정류승객 구조 요청하고 부상 손님 L2로 하기 시킴.
- 18) 이 때 10시 10분에 화재가 나고 있었으며 여전히 R2 김한주 승무원 도와달라고 소리치고 있었음.
- 19) Car에서 cutting knife를 꺼내 기차로 재진입한 부기장에게 knife 건넨.
- 20) 부기장. 기차 (Crash Axe 소리) 이 내부 팽창된 상태 트럭이고, CM은 소화기를 꺼내 부기장에게 건넨.
- 21) 부기장이 Fire Fighting 하는 동안 김한주 승무원 구조함.
- 22) ~~김한주 승무원~~ CM은 (zone 이끼 가려 있었으나 모든 여자가 자궁해 질임이 불가능함을 인지.
- 23) CM과 김한주 승무원. 그리고 부기장 함께 탈출함.
- 24) 탈출 후 손님들은 Care 하였으며, <sup>상황!</sup> ~~화재~~ 후방에 있었던 모여있었던 손님도 이동 도움. (메블레스 있는 곳으로 이동시킴)
- 25) 손님들과 특별히 승무원 수 확인.
- 26) 커브부의 손님들이 서둘러서나 메블레스로 이동하는 것을 돕던 중 관제자들이 CM을 따로 분리시킴.

김지연, KIM JI YOUN, BJ (Business class Junior Duty)

- 1) 기장의 10,000 ft sign 후 동남 좌석벨트 착용 점검, Isle에 설치있는 쓰레기통정리, Lavatory 점검. Galley 점검 후 Jump Seat의 L2로 이동함.
- 2) Jump seat에 앉아서 동남쪽을 바라보며 주시하고 있었음.
- 3) Landing sign이 남쪽 30 seconds remind 상태였음.
- 4) 도착이 굉장히 빠른다는 것 (평소와 다른 고도하강의 느낌)을 인지함과 동시에 엄청난 기체움으로 몸을 지탱하기 힘들었음.  
기내에서 비상조치, 경음이 들려왔음. 곧이어 기체가 옆으로 쏠리는 듯한 느낌을 받고 당도 감이 느껴 통제 불가능 상태였음.
- 5) 항공기 정지 감지후 목줄앞에 커텐이커가 떨어져 있는것을 눈앞에서 목격함.
- 6) 바로 T/S (Travel Sensor)의 PA 방송을 듣고 외부와 내부상황 확인함.  
외부 이상은 보이지 않았고 내부에 Getting이 떨어진것을 비상등으로 확보를 위해 기록했음.
- 7) 연이어 T/S가 R2 쪽 외부에서 화재가 발생하자 같다는 소리나 CM에게 보고하라는 지시에 이미 CM (cabin manager)이 PA 방송을 하고 있어 L1 쪽으로 달려가 화재상황 알림.
- 8) 기장의 evacuate 마를 듣고 CM이 slide 팽창시킴.
- 9) 비상탈출을 유도하고 잔류자 확인함, 곧바로 승무원 가족이 앞으로 맨체니 R1에 miss inflation 된 곳에서 가족이었던 승무원 주위를 요청함.
- 10) 심각한 부상을 확인하고 남편의 도움으로 승무원을 데리고 탈출함.
- 11) 남편과 승무원을 보내고 slide 밑에서 내려는 비상탈출 도움.
- 12) 탈출 조령을 도움 다리다쳐서 못 내려가라는 바이의 소리를 듣고 슬라이드 내려갈것을 유도 후 바로 입고 기체로부터 멀리 떨어지게끔 띄웠음.

13) 피로 커온 야옹냥이가 120에 서있는것을 보고 다시 그쪽으로 뛰어가  
뽕뽕충을 들고 뽕뽕들 있는 곳으로 데려다짐.

14) 011 대원들과 협조하여 부상승객 확인과 돌봄에 주력함.

유 태 시 Yoo, Tae Sik  
T/S C Travel class senior)

- 방송 담당이므로 10,000 ft sign on 방송 실시 후 BLI zone safety chk 후 T/C 전 7명 chk 실시 후 좌석에 착석 (L2)
- 착륙 약 5분 전 landing 방송 실시. (11:25 AM)
- Impact 약 6초 전 (30 sec. remind 후) 환승로에 너무 안전 접근함을 인지함과 동시에 상습시도가 있었으나 상습하기에는 너무 낮은 고도임을 인지하고 사고가 있을 것임을 예감.
- 맞은편 J/S에 앉은 B/S 김지연 승무원에게 "봐 잡아"라고 외치며 brace 자세를 취했으나 2차에 걸친 큰 충격 후 항공기 요동과 심한 흔들림으로 목체 (container, ceiling panel) 비산 후 항공기 정지.
- 내부 상황 파악 Cmask drop, emergency light on, O.H.B open, ceiling panel drop)과 동시에 R2 J/S BR2 김은주 승무원의 도움 요청을 듣고 즉시 R2로 뛰어감. 현재까지 가장 eva. 명령 받은 '항공기 정지했습니'라든 상황 파악을 위해 잠시 기다려 주십시오"라고 방송하며 R2 window를 통해 보이는 여객기 복판을 동시에 확인.
- B/S 김지연 승무원에게 화재 발생을 알리고 외부 상황 파악 지시. 함께 자리로 뛰어 가던 중 "동요하지 마시고 자리에서 기다려 주십시오"라는 방송이 계속 나옴 상황에 맞지 않아 '뒷쪽 상황을 인지하지 못하고 있구나'라고 생각하며 B/S에게 앞으로 뛰어가서 앞방승 중지할 것을 지시.
- 즉시 P/A를 통해 비상탈출 evacuation 2회 방송 후 door open. 탈출 진행.
- B zone 잔류자 없음을 확인. 짐은 여객기 C zone 끝까지도 확인한 후 있었음.
- BR2 승무원 구출을 위해 slide를 많이 보기도 하였으나 전혀 효과 없었음. 기장에게 도움을 요청, 구급 요원에겐도 알려주었으나 본인도 탈출을 구함.
- L1 slide를 타고 올라온 기장과 PB를 착용, flash light 소지 후 R2로 이동 시도 하였으나 한 치 앞도 보이지 않음. 짐은 여객기 구조대원이 꺼내 P.73, 판촉.

- 곧바로 C/M과 F/O가 부상승무원 (BR2)를 데리고 관측하는 것을 확인.
- 항생제까지 이적, 야기, 내시 등등 생사 확인과 부상 pax care.  
일반 pax도 안내.
- 항생제 추방 쪽으로 부터 걸어오던 승객들에 접근 안내하고 부상자 (허리부상)  
와 함께 기다리던 추송차량으로 함께 대면하) 함유

4 태사

NTSB 승무원 지명서

011 AZ 2 2669 3630 (장창주)

- 1) 10,000ft 기고 후 즉시 승객들에게 안전벨트 착용을 지시함. 일반적으로 기고 기종과 관련 기종별 기고지침을 별도로 하여서  
있는 기종이거 별도로작성을 받음이 있음하여 일일이 세박까지 별도로 다 지함.
- 2) Business Class Junior (간지형) 가 LAV 용품 리무빙과 동시에 LAV Check 진행중임을 확인  
Business Class Galley Safety Check가 진행되고있음을 확인. Glass 등 각종 장비 확인이 Cabin에  
방해있을지 대한반반 Cabin 등에 Check 한 동시에 O.N.B Check가 이루어짐.  
R side를 통해 Galley로 들어가 Galley Safety 점검확인. J/S 작성전 L1 door와 Cockpit 사이  
LAV Safety 점검확인. J/S 작성
- 3) Landing 기고 후 방음용 두었으며, 30 second remind 준비하고 심하게어려운 과정과 함께 항공기가  
고도를 낮추고 등 하다가 touch down 했으나 정상적인 Landing이 아니라는 추측과 동시에 또한한번의 심한 touch  
down 느껴짐 이후 심한 기체로동로 항공 기종수 많았고 R1 closet 상방에 많이 두었던 Item들이 분실확률로 남아있  
어지름 있음. China ware 등 Galley 내 item들이 깨지름 소리를 들음.
- 4) 기체가 멈추고 CMO에 본인에게 cockpit과 contact 하라는 지시를 받고, cockpit 문을 열어 기장들의 안전을  
확인후 CMO에게 보고, CMO 승객들의 동요를 막고 있다가 본인의 안전을 받고 cockpit으로 갑 이후 본인이  
승객들의 동요를 막고 작성함
- 5) L2 door에서 "fire"라는 유래서 승무원의 목숨과 함께 Door open함을 속지함과 동시에 다른쪽에서도  
"비상탈출"이라는 말을 들었으며 CMO이 L1 door로 open 함과 동시에 "이쪽으로 나오 Come this way"를  
모이며 비상탈출 실시  
B/C 소방탈출 안으로 즉 뒤쪽으로 이동하여 L1이 탈출가능함을 알려주려 시도하였으나 R2 door가 Block되어  
임대함 확인. L1에서 승객탈출 승무원이 불가능함을 인지하고 L2에서 비상탈출 진행중이면 CMO에게 A Zone  
잔류승객이 많음을 알려가자 앞쪽 LAV를 check 하려 가려 중 R1 door의 파장상태 slide 안에 갇혀있던  
현황에 (Business Class Galley) 승무원 구조상황 속차, 심한현황에 승무원 다리를 잡고 L1 slide로  
탈출 하는 L2 slide로 등하하기가 이루어지고 있으나 ABP가 없을것을 확인하고 L2 slide 끝까지 지정 자리에  
서서 탈출진행함. Landing gear 멈춘 상태라 slide가 완전히 상하가 열렸을지 지정된 상태에 있었음
- 6) 10초정도 기다려 승객이 대미상 탈출하지 않고 CMO와 유래서 승무원이 잔류자 탈출과자름 속차. 탈출한 승객들이  
모여있는 지정된 열차가 부양이 상한 승객들을 가져다와 911 요원들에게 알람이 만에.
- 7) 김지연 승무원이 항공기 승객들을 부양하여 끌어오것을 부양, 뛰어가 같이 부양하여 기체와 항공기로 이동시킴.
- 8) 이후 911 요원과 협조하여 항공기승객과 여객기승객의 승객을 위해 중재하고. 5 F에 착석하면 중재제스처인  
승객들 찾아 같이 동행 도착
- 9) 승객 대부분이 빠르게 승하차후 911 요원, 지시에 따라 유래서 승무원, 김지연 승무원과 승하차로 이동



### **3R cabin attendant(Maninart)**

#### **1. Describe the airplane's approach to the airport**

- I was seated at cabin crew's jump seat which is just next to R3 door of the aircraft during approach to the Airport

I did not feel and see anything to be strange. Therefore, I thought we were normally approaching without any problems to the Airport.

#### **2. Describe the first impact**

- I was able to be remained on my jump seat with fastening my seat and harness belt.

Even though we were experiencing a very strong shaking(turbulence) at the first impact.

#### **3. Describe the second impact**

- At the second impact, I do not remember exactly about our cabin situation.

As much as I can remember, some passengers including me has been fallen down from their seat

and thrown away to the floor of cabin.

#### **4. Were you secured in your jumpseat when the aircraft stopped?**

- As I described above, I was fallen down to the floor of cabin from my jump seat at the second impact.

I was very painful at that time, I clearly felt that some of my body bones was fractured and wrong.

**5. Were there any problems with your restraint?**

- I do not clearly remember the reason why I was fallen down to the floor of cabin in spite of securely fastening my seat belt and restraint

**6. Did you open your door? If not, do you know how the door was opened?**

- No, I did not. At that time, I was not able to move or stand up at all, I had just got hurt and felt pain so much on my body. The things I was able to hear that some passengers shouted 'Emergency exit door!' 'Emergency exit door!'

In addition, the thing I could see was some tall American male passenger (maybe his seat number was 30K) stood up. After then, I do not remember how was the door opened, because I was too much occupied about my painful body.

**7. Did you have any problems opening your door?**

- I do not know the problems of opening the door, because i do not know the reason how was the door opened.

I do not have any memories at that time.

**8. Did you hear an evacuation commands?**

- I did not hear any evacuation commands. I do have any memories.

**9. Describe the deployment of the 3R slide?**

- I have just heard that the slide of R3 door was not inflated during being in the hospital.

Therefore, I can not describe the deployment of the 3R slide.

**10. Where and how did you exit the aircraft?**

- I can not see how many passengers from B zone and C zone escaped from the aircraft through R3 Exit Door. The thing I can remember that some passenger

(I'm not sure) grabbed my arms and helped me to go outside through R3 exit door. At that time, as I remember, there was not much space between aircraft and on the ground due to the aircraft crash.

I guess that was the reason why I was able to exit the aircraft easily without troubles.

**11. What was the condition of the cabin?**

- I saw that many oxygen masks of my zone were dropped and the door of lavatory was broken.

Passengers were shouting and screaming. In addition, so much dusts were falling down to the cabin

**12. Do you know if all four aft cabin crew (4L, 4R, M4A, M4B) were occupied for landing? If so, please provide crew names/locations.**

- I can clearly say that 4L was occupied. Her name is 134 class, Siritips Singhakarn, my Thai senior.

I think aft cabin crew 4L, M4B. M4A must have been occupied for landing. However, I do not remember their Korean crew's names exactly, because Korean name was difficult for me to remember.

**13. What did you see in the cabin after initial impact?**

- I was able to see that only oxygen mask were dropped and passengers screamed after initial impact.

**14. Did you see any smoke or fire? If so, please describe when, where, and what it looked like (Black, gray, white, heavy, light, etc.)**

- I did not see any smoke or fire during my staying in the cabin. However, I was able to see outside that our aircraft was getting fired after escaping from the aircraft.

I am not sure about the colour of fire. I do not remember clearly.

**15. Did you have any injured passengers in your zone? If so, describe?**

- Some passengers looked OK, but I saw some passengers got injured and were bleeding, but as I remember, most of them were able to walk except me.

I do not remember clearly, but some person (I am not sure he was passenger or not) helped by holding my arms and went out.

**16. Were there any evacuation problems? If so, describe?**

- I remember that there were not any evacuation problems, because every passengers looked very quickly evacuated from the aircrafts.

**17. What contact did you have with EMS/fire fighters?**

- As I described above, My physical condition did not allow me to do some any contacts with EMS or fire fighters.

After going out of the Aircraft by the help of some person, some emergency medical service staff approached to me and checked my physical condition including my consciousness. Finally, they transferred me to the hospitals

**18. What injuries did you sustain and when did you sustain them?**

I was not able to sustain any injuries at that time, because I was not able to move and control my condition physically and mentally at all. It was helpless situation for me.

**H.S.Y. (Hyun, Sook Young); Received 7/13<sup>th</sup>(sic)**

*((Translator's Note: It is customary in Korean, written or spoken, not to specify the subject. For the purposes of clarity, (I) have been added in parenthesis when deemed necessary.))*

**<From the 10,000 feet sign>**

Completed landing check inside the galley on BG (Business Galley) duty. Also completed landing check inside the cabin, and finally seated myself in the J/S (Jump Seat) assigned to me, located on the R1 door side.

Right up to the moment when the landing gear was down, (I) was working on finishing up the "sin-song letter" ((Translator's Note: This Korean word, apparently an aviation jargon, may be in reference to a report on the galley items.)) to be handed over to the incoming crew, held in my hand the "sin-song" and a ball-point pen.

At the point of the landing gear down, (I) assumed the bracing position and the 30-second remind (sic), in preparation for landing.

Close to the ground and only a few seconds to touch down, (I) was watching how the things were secured in the galley, but the situation and the noise that (I) was able watch through the side window was that (the aircraft) seemed as though it were going to do Go Around, heading up at the precise moment it was about to touch down, and impacted with enormous speed as well as noise, and then went into taxing that seemed too fast for taxing and out of ordinary.

(I) felt as though the landing went awry for some reason, or it landed on the rear side of the belly, having missed the Go Around time, but the aircraft raced at a speed that seemed too fast, violently swaying to left and right in its path, (my) view was limited to the galley, where glassware and other utensil tumbled out of the locked oven and were rolling about on the floor of the galley, and (I) begin to smell something burning as (I) heard a loud and piercing cry of an unidentified female, and, all of a sudden, the slide inflated with a loud bang.

The enormous impact of the slide inflating, when R1 door had not been opened, trapped me in the jump seat, my body and legs pinched towards the L side. The impact of the pinching rendered me incapable of breathing, just as (I) was beginning to vomit and lose my consciousness, (I) tried to pop the slide with the ball-point pen I still held in my right hand, but was unable to move my hand and then lost my consciousness. I was incapable of hearing the emergency evacuation command as I had lost my consciousness.

**NTSB Cabin Crew Report; Name: Lee, Yoon Hye; Duty: CM (Cabin Manager)**

- 1). As the 10,000 feet sign came on, (I) implemented the check on the passenger seats, overhead bins, lavatory and the galley.
- 2). Upon completing all safety checks, (I) seated myself to my assigned jump seat and watched the passengers.
- 3). As the landing sign came on, (I) completed normal preparation for landing and conducted 30-second remind(sic).
- 4). Immediately before touch down, (I) felt as though the aircraft was making an abrupt ascent, then heard a thunderous noise, and a few moments later, a violent touch down. Overhead bins opened up and the aircraft was tilting to one side with such a violent force that was unbearable as it landed.
- 5). As soon as the aircraft came to a stop, (I) had the BS (Business Class Senior) to check on whether the captain was dead or alive, as (I the) Cabin Manager was trying to take stock of the situation. (I) heard the captain's voice that he is all right. (I the) CM went to the cockpit to ask whether (I should) execute evacuation; was told to wait. (I) noticed that the R1 slide had inflated inside (the cabin).
- 6). In order to prevent confusion and agitation on the part of the passengers while waiting, (I), with TS ((Travel Class Senior – Yoo, Tae sik)) made CM's announcements on two occasions, "This aircraft has come to a full stop on the ground. Please remain in your seats and wait." CM's visual check confirmed that the passengers remained calm and without commotion.
- 7). In the next moment, (I) heard the command, "Evacuate!" and (I the) CM opened the door and shouted, "Emergency evacuation!" Proceeded with passenger evacuation. (At this moment, the captain punctured the inflated R1 slide.)
- 8). (I the) CM moved towards the L2 Door, trying to determine whether any passenger has been left behind, after completing the passenger evacuation at the L1.
- 9). At the R2 Door, (I) identified the cabin crew, Kim Yoon Joo, whose two feet were trapped between the inflated slide and the galley wall.
- 10). (I) helped with the passenger evacuation through the L2 slide. After ascertaining that successful deplaning has been achieved to a certain extent, (I) then went to rescue cabin crew Kim, Yoon Joo, without success. At this moment, Section Chief Yoo, Tae Sik (TS) came to the R2 after completing passenger evacuation.
- 11). (I) delegated the final check to him and (I the ) CM moved to the C zone. (Black smoke was billowing and that made it difficult to breathe normally.)

- 12). The R3 Door had already been opened and a group passenger was standing in the back. (Han, Woo Ri, the cabin attendant assigned to the L3 and a tall passenger of foreign origin were proceeding with evacuation.)
- 13). (I) heard from Han, Woo Ri that a passenger of foreign origin said he would help evacuate an elderly male in (seat) 29D, who had fallen . (I the) CM executed evacuation for the balance of passengers on the L side.
- 14). The middle section of the L side of the C zone had collapsed. (I) evacuated the remainder of passengers through the R3.
- 15). While in the middle of evacuation effort, an injured person said he could not go through the R3 and asked for help. (The slide for R3 had not been inflated and layer upon layer of the debris from the wing(s) had piled up.)
- 16). (I) escorted the injured passenger through the L2 and confirmed the passengers were still remaining on board.
- 17). (I) asked the captain to rescue the balance of the passengers and (I) then helped deplane the injured passenger through the L2.
- 18). At this moment, fire was breaking out in seats 10 HJK and Cabin crew Kim, Yoon Joo was still crying for help.
- 19). (I) got the cutlery knife from the cart and handed it over to the F/O who had re-entered the cabin.
- 20). F/O and the captain (who carried a crash axe) punctured the slide that had inflated inside. (I the) CM pulled out a fire extinguisher and handed it over to F/O.
- 21). While F/O was fire-fighting, cabin crew Kim, Yoon Joo was rescued.
- 22). (I the) CM attempted to go to the C zone, but realized it was impossible to enter because of the thick black smoke billowing.
- 23). (I the) CM, F/O and the captain escaped together.
- 24). (I) took care of the passenger after evacuation and helped move the passengers who had gathered towards the rear of the aircraft. (Moved them to where the ambulance had been parked.)
- 25). Counted the number of the passengers as well as the cabin crew.
- 26). (I) was helping the majority of passengers to the shuttle bus or the ambulance. (I the) CM was then separated from them by the authorities.

**LEE, JIN HEE; Business Class Senior (B/S)**

1). As soon as the 10,000 feet sign came on, (I) immediately began checking whether the passengers were wearing the safety belts. Unlike other B-777s, this particular aircraft was equipped with the belt system that included one fastened across breasts. (I) checked everyone to make sure that the third belt was properly fastened.

2). (I) noticed that Business Class Junior (KIM JI YOUNG) was retrieving items from the LAV and the LAV check was in progress. (I) began making the rounds of the cabin, checking to see whether things that would impede evacuation, such as glass, were to be found. Simultaneously, O.M.B. check was executed.

Made a final galley safety check as (I) was entering the galley from the R side. Made a final safety check on the LAV located between the L1 Door and the Cockpit, before seating myself in the jump seat (J/S)

3). (I) heard the announcement subsequent to the landing sign. (I) was conducting the 30 second remind (sic) when (I) heard a shrieking noise of the aircraft, as it seemed to ascend but then touched down, which I suspected was not an ordinary landing and then once again, (I) felt another violent (impact of) touch down. The aircraft swayed so violently that it was impossible for me to be in control of myself. Things that had been secured on the top of the R1 closet tumbled out and hit me on the head. (I) also heard the shattering and clanking noise of the items inside the galley, such as chinaware and etc.

4). As the aircraft came to a stop, the CM instructed me to make contact with the cockpit. (I) opened the cockpit door and confirmed that the captain and the F/O were safe. (I) reported back to the CM that they were. The CM, who had been keeping the passengers calm, went to the cockpit upon hearing my report. (I) continued to keep the passengers calm and encouraged them to remain seated.

5). (I) then heard a cry of "fire!" by Yoo Tae Sik, a cabin crew at the L2 Door, saw him open the door. (I) also heard "Emergency evacuation!" shouted from somewhere else. The CM opened the L1 door, called out, "Come this way, please. Come this way (in English)" and the emergency evacuation began.

After completing Business Class passenger evacuation, (I) then moved toward the rear in an attempt to let them know it is possible to escape through the L1 door. (I) noticed that the R2 Door was blocked. Realizing that getting the passengers evacuate through the L1 was impossible, (I) went to check on the forward LAV, before reporting to the CM, who was conducting evacuation at the L2, that evacuation was complete for all passengers in the A Zone. (I) then observed the rescue effort to free Hyun, Sook Young (Business Class Galley) who had been trapped by the inflated slide at the R1 door. (I) then escaped through L1 slide while clutching the legs of the cabin crew Hyun, Sook Young who had lost her consciousness. I saw that there was no ABP as the passengers were deplaning through the L2 slide, (I) positioned myself at the end of the L2 slide and conducted the evacuation. The escape was being slowed because the slide had a gradual descent due to the lack of the landing gear.



6). (I) waited for about 10 seconds and the escaping passengers were no more. Saw the CM and crew member Yoo, Tae Sik checking to see whether there were anyone left on board. (I) ran to where the escaped passengers were gathered, where I sorted out the seriously injured and handed them one by one to the 911 workers.

7). (I) saw cabin crew Kim, Ji Youn helping Han, Woo Ri, another cabin crew, walk. (I) ran over to them and helped them move far away from the aircraft.

8). In cooperation with the 911 workers, (I) acted as an interpreter for the Korean passengers and those who could speak English. (I) also located a Chinese-American passenger(s) who were seated in 5E & F and requested interpretation in Chinese.

9). As the majority of the passengers moved to the airport by bus, (I), together with crew members Yoo, Tae Sik and Kim, Ji Youn, followed the 911 workers' direction and moved to the airport.

**Kim, Ji Youn, BJ (Business Class Junior Duty)**

- 1). At the captain's 10,000 feet sign, (I) checked to see the passengers were wearing the seat belts, picked up trash littering the aisle, checked the LAV and the Galley, then moved to the L2 jump seat.
- 2). (I) seated myself in the jump seat and faced the direction of the passengers.
- 3). (I) was going through the 30 seconds remind(sic) after the landing sign came on.
- 4). (I) noticed that the speed was extremely fast (felt that the altitude of the descent was different from the usual) and then it became impossible to maintain myself because of horrific swaying of the aircraft. (I) heard screams from inside the aircraft and a thunderous bang. In the next moment, the aircraft seems to tilt toward its side. Likewise, my body also tilted towards its side and it became impossible to control myself
- 5). As the aircraft came to a stop, (I) saw a container dropping in front of my knees.
- 6). At this moment, (I) heard the announcement on the PA system by the T/S (Travel Class Senior – Yoo, Tae Sik), and tried to take stock of the internal and external situations. (I) was unable to observe the external conditions. I removed pieces of the ceiling (panels) that had fallen inside the aircraft in order that emergency escape passage may be secured.
- 7). In the next moment, the T/S stated that a fire seemed to have broken out on the outside of the R2, asking me to report to the CM. The cabin manager was already making an announcement on the PA, so I ran to the L1 and notified that a fire broke out.
- 8). Upon hearing the captain's "Evacuate!" command, the CM inflated the slide.
- 9). (I) guided the passenger evacuation while determining those who were still remaining on board. At this point, a family member of cabin crew came forward and requested a cabin crew be rescued from the untimely inflated slide located at the R1.
- 10). (I) confirmed that she had been seriously injured and heeding her husband's request for help, (I) escorted her on her way to escape.
- 11). (I) sent the cabin crew and her husband on their way and, positioning myself at the bottom of the slide, helped with passengers coming down it.
- 12). As (I) was helping with evacuation, (I) heard that a child with an injured leg was unable to come down. (I) urged him to come down on the slide and then carried him on my back, running to get him as far away as possible from the aircraft.
- 13). Then, (I) saw a tall male of foreign origin standing at the L2. I ran towards him and helped him evacuate, leading him to where other passengers were.

14). (I) cooperated with the 911 workers to see if there were injured passengers and focused on helping them.

**Yoo, Tae Sik ; T/S (Travel Class Senior)**

As (I) was in charge of broadcasting, (I) made an announcement that 10,000 feet sign came on. (I) conducted a safety check on BLI Zone, following up with checking the entire T/C zone before seating myself (L2).

Approximately 5 minutes prior to landing, I made an announcement about landing. (11:25 AM)

Six seconds before impact (and while going through 30 seconds remind), realized that it is prematurely approaching the run-way. There seemed to be an attempt to ascend but because the altitude was too low for an ascent, (I) had a premonition that an accident was in the making.

(I) assumed the bracing position, shouting, "Hold onto it tight!" to B/J Kim, Ji Youn, seated in a jump seat across from me. Nevertheless, two violent impacts, followed by swaying of the aircraft and severe tilting resulted in containers and ceiling panels falling and scattering all over before the aircraft came to a stop.

(I) I made an announcement," The aircraft has come to a stop. Please wait until we take stock of the situation." I tried to size up the situation inside the aircraft. C masks had dropped. Emergency lights were on. Overhead bins had opened. Ceiling panels dropped. At the same time, (I) heard a cry for help from cabin crew Kim, Youn Joo at the BR2 and ran to the R2. Up to that moment, there had not been an evacuation order by the captain.

Just as (I) saw the legs of the BR2 trapped between the slide that had inflated into the cabin and the galley, I also saw smoke and fire through the R2 window. (I) alerted B/J Kim, Ji Youn that a fire had broken out, asking her to take stock of the external situations. As I was hurriedly running back to the seat, I heard the announcement - "Please be calm and wait in your seats."- was being made repeatedly. (I) then felt this was out of touch with the situation. (I) thought to myself, "Does not know what is happening in the rear of the aircraft." (I) then instructed the B/J to run to the forward of the aircraft and stop the CM making such announcement.

(I) immediately made two emergency evacuation announcements in a row on the PA system and opened the door, proceeding with evacuation.

(I) made sure that there is no one remaining on board in the B Zone. (I) was unable to determine the same about the end of the C Zone because of thick smoke. In an attempt to rescue the BR2 cabin crew, (I) tried pushing the slide, but it would not budge. (I) asked the captain to help, also asking the rescue workers as well. It was demanded that (I) escape. With the captain who got onboard through the L1 slide, (I) put on PBE and carried a flashlight, attempting to move toward the R2. But because of zero visibility due to thick smoke, and demands by the rescue workers that I escape, (I) complied.

(I) saw that CM and F/O were escaping with the injured cabin crew (BR2).

(I) distanced myself from the aircraft. Tried to determine whether babies and YMs ((TN: unclear)) were alive or dead. Took care of injured passengers. Guided ordinary passengers.

Approached the passengers who were walking from the rear of the aircraft and guided them. Waited with an injured person (back injury) and was on the evacuation vehicle to join the rest.

Yoo, Tae Sik

NTSB Cabin Crew Statement

011-82-2-2669-3630 (Jang, Chang guk)